

Workforce Information Grant, PY 2015

Annual Performance Report

Minnesota Labor Market Information Office

Grant Goals and Strategies

Grant Goal: Provide information, tools and training to support data driven career and workforce and economic development decision making.

Customer Groups: Customer groups include job seekers, students, employers, workforce and labor market intermediaries (including employment, school and career counselors), program and service planners at educational institutions and community-based organizations, policy makers (including state and local workforce development boards), partners (including economic development entities and human resource professionals) and other customers (including recipients of workforce development grants, researchers, commercial data providers and the media).

Grant Strategies:

- Identify and provide tools, training and information on in-demand industries and occupation.
- Provide information, tools and training to support state, local and regional data-driven planning and service delivery design for job seekers and businesses.
- Ensure Minnesota's workers are provided the information, tools and training needed to improve their career prospects and secure their economic prosperity.

i. Core Deliverable: Workforce Information Database (WIDb)

Status

Continue to populate the WIDb with state and local data

Time Line: Ongoing

PY2015 Status: Complete

Web address: <http://mn.gov/deed/data/>

Description

This deliverable is integral to the goal of disseminating LMI information because all of the data tools on our website pull directly from the WIDb and by updating the requisite tables in the WIDb we keep our website up-to-date. We also use the WIDb to pull data for research, reports, special requests and presentations. Lastly we give other organizations, including State Colleges and Universities and Metro Council, direct access to our publically available data through the WIDb.

ii. Core Deliverable: Industry and Occupational Projections

Status

Continue to develop and post quarterly short-term forecasts and produce 2-year short-term forecasts

Time Line: Quarterly

PY2015 Status: Complete

Web address: <http://mn.gov/deed/data/data-tools/employment-outlook.jsp>

Develop and post 2014-2024 long-term statewide employment projections

Time Line: Biennial

PY2015 Status: Complete

Web address: <http://mn.gov/deed/data/data-tools/employment-outlook.jsp>

Description

We produced 2014-2024 long-term employment projections and 2-year forecasts as the national production schedule dictates. We also produced and disseminated one-year forecasts on a quarterly basis.

Long-term projections are one of our most popular data products and are incorporated into a number of career information products including our new Career Profile tool. Employment projections are also included in Occupations in Demand and our OES detailed occupation pages which link from the OES as well as JobSTAT tools.

iii. Core Deliverable: Annual Economic Analysis and Other Reports

Status

Produce annual economic analysis: June 2016 issue of Minnesota Economic Trends.

Time Line: Annual

PY2015 Status: Complete

Web address: <http://mn.gov/deed/newscenter/publications/trends/june-2016/>

Produce 4 issues of Minnesota Economic Trends

Time Line: Quarterly

PY2015 Status: Complete

Web address: <http://mn.gov/deed/trends>

Produce 12 issues of Minnesota Employment Review which includes LAUS, CES, business incorporations, residential building permits, purchasing managers' index, and help wanted advertising and other data of interest as appropriate, as well as feature articles and regional spotlights.

Time Line: Monthly

PY2015 Status: Complete

Web address: <http://mn.gov/deed/review>

Description

We publish two periodicals, our monthly [Minnesota Employment Review](#) and our quarterly [Minnesota Economic Trends](#). Review is an opportunity to compile our monthly data and provide monthly and annual analysis for customers. This is also where we publish our Minnesota and U.S. Leading Index and 10 economic indicator data series, which includes business incorporations, residential housing permits, and the purchasing managers' index among others. We include a Regional Spotlight in every issue on a topic of regional interest. Topics range from regional economic and workforce initiatives, to population and labor force, to career information. We also run a monthly feature article (or two) on topics of interest.

The [June 2016 Trends](#) issue, our annual state of the state's economy issue, examines how the Minnesota's recent labor market performance. The overview story takes a broad look at the state economy focusing on employment growth, unemployment rates, job vacancies, wage and salary trends, job growth projections and much more. Six stories cover each region's workforce and industries and occupations in demand. The last story introduces a new data source, driver's license demographics linked to UI wage records that provide information on the demographic characteristics of our workforce that has not been available before.

We devoted our entire [December 2015 issue of Trends](#) to an examination of racial disparities in Minnesota's labor market including analyses of disparities by industry, workforce diversity in greater Minnesota, racial disparities in wage and employment after college graduation and minority owned firms in Minnesota, as well as articles by four guest writers to provide further depth and perspective on the topic.

iv: Customer Consultations

The following activities are funded through a combination of federal (including WIGS, WIOA and other grants) and state funds.

Status

Graduate Employment Outcomes Tool enhancements

Time Line: Updated annually

PY2015 Status: Complete with PY2015 enhancements

Web address: <http://mn.gov/deed/data/data-tools/graduate-employment-outcomes>

Graduate Employment Outcomes by Race Dashboard

Time Line: Updated annually

PY2015 Status: Complete

Web address: <http://mn.gov/deed/data/data-tools/graduate-employment-outcomes/race-geo.jsp>

Career and Education Explorer development

Time Line: Started November 2015

PY2015 Status: In process

Web address: <http://mn.gov/deed/data/data-tools/career-profile/>

Regional Labor Markets Portal

Time Line: PY2015

PY2015 Status: Complete

Web Address: <http://mn.gov/deed/data/regional-lmi/>

Customer Satisfaction and Feedback Survey PY2015

Time Line: Annual

PY2015 Status: Complete

Web address: Report in Appendix A and summarized below

Description

Customer consultations in PY2015 included the following:

- Ongoing consultations with Minnesota State's Office of Program Planning staff and college administrators as well as with the Office of Higher Education and other customers resulted in additions and changes to the Graduate Employment Outcomes tool (data display for WDQI). The [Graduate Employment Outcomes](#) Tool, which was built using primarily WDQI Grant funds, links data on post-secondary program graduates and UI wage records to show how many recent Minnesota graduates found Minnesota jobs one and two years after graduation. It also shows the median wages earned and the top industries where graduates found jobs. Users can search by year, location, award type, institution type, and instructional program. Users can also now search by institution. Updated every year and continuously improved using customer feedback, this tool will help education planners, career counselors and students make good education decisions. This year as a result of consultations with OHE, we added school-specific information. As a result of consultation with Minnesota State and other customers (through feedback from the Regional Analysts), we added information which regions of the state graduates found jobs. We have been able to leverage state funding for ongoing work on this tool and the WDQI dataset.
- LMI worked closely with the Governor's Workforce Development Board in PY2015 on an NGA Policy Academy workforce alignment project. With our input the Board developed 10 Education to Employment goals, all of which included an overarching goal of closing all racial employment gaps. In support of that goal, LMI developed a [Graduate Employment Outcomes by Race Dashboard](#) to track progress on three key goals. LMI analysts presented the dashboard to a GWDB committee as well as the DEED Commissioner and leadership and a [press release](#) was issued.

- Ongoing consultations with DEED’s Workforce Development Division on the Career Profile tool resulted in an expansion of the initial project plan. The new project includes collecting higher education program/course data (formerly done by Iseek which DEED is no longer funding), calculating program measures from WDQI data and displaying program measures and WIOA certified programs/courses flags within the tool. The enhanced tool is leverages non-WIG resources to meet WIOA requirements. The new Career and Education Explorer is slated to come online by the end of 2016 and will be the agencies main career information tool.
- LMI staff including Regional Analysts worked closely with the state and local WIBs on [Minnesota’s Combined State Plan for WIOA](#) as well as the regional and local plans. LMI staff wrote the LMI portion of the state plan, as well as contributing to other sections and reviewing the entire plan. The Regional Analysis team worked closely with each local board to provide information and guidance on plans and to then review the plans as part of the state review.
- Customer feedback resulted in a plan to develop a [Regional Labor Market Portal and Regional Profiles](#), which are now complete. The profiles are used by WIBs, businesses and others for planning and grant applications.
- This round of the LMI Regional Analyst Customer Consultation Satisfaction Survey was completed in August 2016. The cumulative summary report covers customers served between January 1, 2016 and July 1, 2016. The response rate was 54 percent with 211 completes and 388 valid email addresses. Feedback was overall very positive. For example, 91 percent of respondents chose the top 8, 9 or 10 on a 10 point scale to indicate their satisfaction with the information they received from the LMI regional analyst and, from another question, 92 percent would “definitely recommend” that a colleague or friend use the LMI regional analyst services. The report is included in Attachment A of this document.

v. Activities Undertaken to Meet Customer Needs

The following activities are funded through a combination of federal (including WIG, BLS, WIOA and other grants) and state funds.

Status

Update Occupations in Demand (OID) statistics

Time Line: Annual in June
 PY2015 Status: Complete
 Web address: <http://mn.gov/deed/oid>

Conduct Job Vacancy Survey, produce statistics and highlights

Time Line: Published September 2015 and March 2016
 PY2015 Status: Complete
 Web address: <http://mn.gov/deed/jvs>

Produce Regional Occupational Employment Statistics

Time Line: Updated May 2015
 PY2015 Status: Complete
 Web address: <http://mn.gov/deed/oes>

Produce Minnesota Business Employment Dynamics

Time Line: Updated quarterly
 PY2015 Status: Complete
 Web address: <http://mn.gov/deed/QCEW>

Give presentations and trainings as requested

Time Line: Ongoing

PY2015 Status: Complete
Web address: <http://mn.gov/deed/data/talk-to-experts>

Respond to WIB, DEED staff, media, legislative, governor's office, commissioner requests and other customers' requests

Time Line: Ongoing
PY2015 Status: Complete
Web address: <http://mn.gov/deed/data>

LMI telephone and email Helpline

Time Line: Ongoing
PY2015 Status: Complete
Web address: <http://mn.gov/deed/data/talk-to-experts/>

Keep customers updated on our products and services

Time Line: Ongoing
PY2015 Status: Complete
Web address: <http://mn.gov/deed> ("subscribe for email updates" in page footer)

Produce monthly economic analysis (for distribution) and highlights (for website)

Time Line: Monthly
PY2014 Status: Complete
Web address: <http://mn.gov/deed/newscenter/press-releases/index.jsp>

LMI website accessibility project

Time Line: Ongoing
PY2015 Status: Complete
Web address: <http://mn.gov/deed>

Description

The Occupations in Demand web tool, developed a number of years ago in collaboration with the Dislocated Worker Program and the Youth Services unit, uses JVS data as well as UI Stats and OES. These data, updated annually, are used by Dislocated Worker counselors as well as the iSeek regional web pages.

The Job Vacancy Survey is a major undertaking during second and fourth quarters of every year. Our sample of 10,000 units biannually allows us to produce statistics for 20 industries, about 750 occupations, 13 substate regions and 4 size classes. We publish data on the website as well as a summary of findings.

Our econometrician compiles Business Employment Dynamics (BED) which measures gross job gains and losses at Minnesota establishments and tracks changes in employment at the establishment level, including establishment openings, closings, expansions, and contractions. These data are derived from the Quarterly Census of Employment and Wages (QCEW) program, linked across quarters to give a longitudinal history for each establishment that allows for tracking employment changes over time at each establishment. BED statistics are available on a quarterly and annual basis by detailed industry at the state, regional, county, and city levels. These statistics provide very detailed information on the dynamics inherent in the Minnesota labor market.

The LMI Office handles media, governor's office, commissioner and legislative requests as well as questions from the general public. Requests range from short interviews or requests for data to longer-term research projects including number of people and employers impacted by an increase in the minimum wage, number of green jobs, and prospects for youth summer employment. Analysis handled 2,020 requests in PY2015.

Regional Analysts and others gave 300 presentations and trainings for about 11,600 people in PY2015.

We continue to maintain our website with the most current data and analysis. All publishable data are available for viewing, querying and downloading, and all published analysis as well as many presentations, are available on our

website. Customers can receive updates on new data availability through an email subscription service called GovDelivery. We currently have 9,880 subscribers for Labor Market Updates and 1,050 for Local Look regional LMI newsletters (some subscribers may be registered for more than one list). We have another 1,000 for snail-mail hardcopies of Trends and Review.

Besides routine maintenance, we have been working to make every report and tool on the website accessible to screen readers and the visually impaired. This is an ongoing project.

vi. New Tools and Resources

New tools and resources are covered in section iv Customer Consultation because all new tools and resources came out of consultations, partnerships and collaboration with our customers. Moreover, all new tools and resources are funded with a combination of federal (mostly grant) and state funds as well as through partnerships with DEED's Workforce Development Division.

vii. Efforts to Create and Support Partnerships and Collaborations

Status

Collaboration and consultation with state and local WIBs

Time Line: Ongoing
PY2014 Status: Complete

Collaboration with MnSCU Program Planning Office and various units of DEED

Time Line: Ongoing
PY2014 Status: Complete
Web address: www.careeronestop.org and <http://www.iseek.org/lmiwise>

Description

The RAs provide presentations and complete special requests on demand for a wide range of audiences including employer groups, workforce development and economic development groups, students, job seekers and job counselors, WIBs and many others. They also provide about 50 LMI training sessions annually for Workforce Center and partner staff. The Regional Analyst staff were almost entirely supported by the Workforce Development Division in PY2015.

Our SWAs, SWIB and LWIBs rely on the production and dissemination of regional labor market information for strategic planning. Using the EDS system, we produced regional OES, regional projections, and regional job vacancy survey statistics. These data sets are used in economic and workforce development planning. They are also used in career information including Career Profile.

The new [Regional Labor Market Portal and Regional Profiles](#) are an effort to support these partnerships. The profiles are used by WIBs, businesses and others for planning and grant applications.

We work directly with the MNSCU program planning staff (funded through a contract with MNSCU) to support their efforts toward a responsive, non-duplicative, demand driven set of course offerings across all campuses. We continued to collaborate with MNSCU on training for their on-line LMI tool for program planning – LMIwise - that all campuses are required to use when proposing new programs or ending old programs.

We have a strong working relationship with our DEED business services representatives (BSRs) and provide them with training as well as brochures and information to use when they speak with businesses and industry groups. We met with the UI attorneys here at DEED and provided training for them on using LMI in their decisions. We also provide

brochures for UI to send out to job seekers. Finally, we have a strong working relationship with the staff of the GWDC (SWIB) and regularly present at their meetings. We plan to continue to build these partnerships.

viii. Activities to Leverage LMI-WI Funding

Description

- Participation in grant applications and work
 - Workforce Innovation Grant, funded
 - Parental Leave Grant, not funded
 - SLEDS Grant, funded
- Continuation of Minnesota legislatively appropriated LMI funding
- Funding for Regional Analysts shifted in this program year from state funding to federal funding through WIOA.

LMI participated with others in DEED in a grant application for a Workforce Innovation Fund grant. Minnesota received funding. The LMI portion of this grant will pay for mobile-friendly development of the Career and Education Explorer tool, regional content including blogs and further work on the Regional Profiles and data work to adapt WDQI Graduate Employment Outcomes data to the Career and Education Explorer environment starting in PY2017.

LMI also participated with MN Department of Education, Minnesota Office of Higher Education and others on a SLEDS grant application which was awarded to Minnesota in early PY2015. We are using the funding to develop and roll out a workforce supply/demand tool which should come online by late PY17.

State funding for LMI was approved for PY2015-16 at the same level as in the previous biennium. Work includes the [Cost-of-Living](#) data set and website, [Graduate Employment Outcomes](#) tool maintenance and enhancements, and continued enhancement of LMI web tools.

ix. Recommendations to ETA for Changes and Improvements to WIGS Requirements

Description

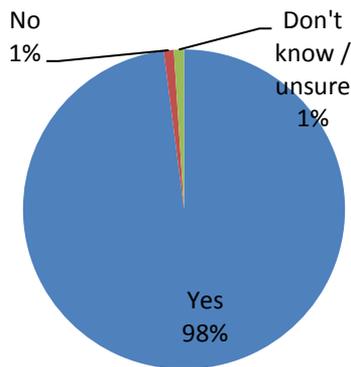
We have two recommendations:

- Customers have identified an update to the Minnesota Employee Benefits Survey as a serious need in Minnesota. The last survey we ran was in 2005 and customers feel that the data are getting stale. Moreover, the Affordable Care Act means that it is more vital than ever to remeasure coverage and employer costs for employee benefits. This survey is a major undertaking and we currently simply do not have the staffing resources to do the job adequately while continuing to do the other work that customers have come to expect. We are currently seeking other support. We urge ETA to support states in their efforts to run an employee benefit survey over a decade after the ETA supported Employee Benefits Consortium successfully developed and tested the methodology for this complex survey.
- Provide supplemental support for workforce alignment projects such as a job vacancy survey and skills gap surveys. Workforce alignment continues to be the important labor market topic of the day and yet very little data or good methodology exists. Much of what is reported as fact and used in workforce planning is based on anecdote rather than fact because data have not been collected and compiled in a systematic way. Supplemental funding at this point could lead to a better informed debate and ultimately better decision making around workforce alignment.

**LMI Regional Analyst Customer Consultation Satisfaction Survey
8/29/2016 Cumulative Summary Report: Qtr1–Qtr2, 2016**

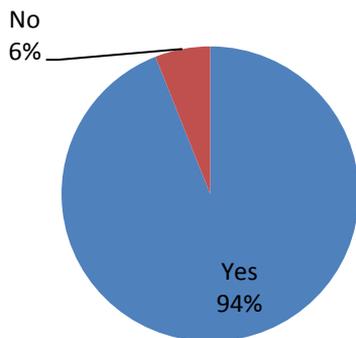
Response rate = 54% [211 completes /388 valid email addresses (398 initial emails – 10 bounced emails)]

Our records indicate that in the last three months you contacted a regional analyst from the Labor Market Information Office (LMI) with the Department of Employment and Economic Development or the WorkForce Center to request information. You may have communicated with this person via phone, email, or even face to face. Do you remember this contact?



Value	Percent	Count
Yes	97%	205
No	1%	3
Don't know / unsure	1%	3
Total		211

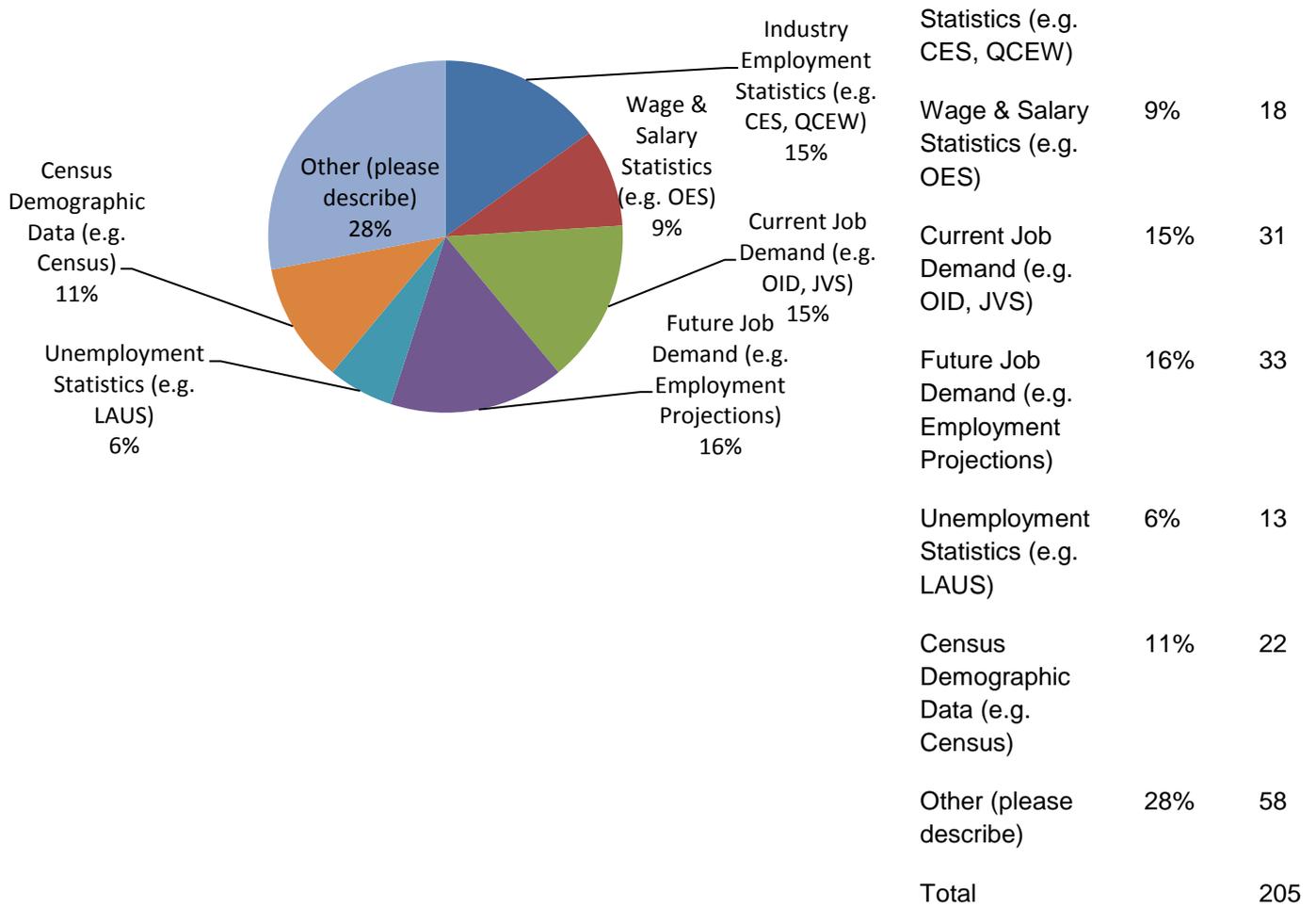
Did you receive any information or a product from the LMI regional analyst? This could have been a formal report or information presented in a more informal method.



Value	Percent	Count
Yes	94%	188
No	6%	13
Total		201

What was the main subject of the data (or product) provided to you by the LMI regional analyst?

Value	Percent	Count
Industry Employment	15%	30

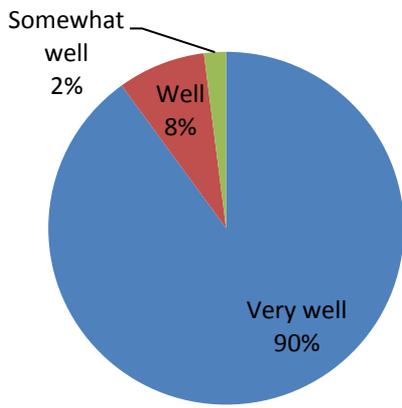


OTHER – 58 responses

- A custom combination of all of the above for use by two different workforce planning committees.
- ALL OF THE ABOVE
- All of the Above
- All of the above
- All of the above!
- All the above
- Anoka County Labor Market Information
- Attended LMI classes
- BRE overview of secondary data for Vadnais Heights
- Both Employment Projections and Employment Statistics
- CEU\'s request
- Community related business data
- Economic and demographic profile
- Education outcomes; placement outcomes
- How the regional analyst looks at regions when using LMI data tools.
- Hubbard County Labor Report
- I was looking for employment numbers for the largest employers in the county
- I was scheduling a time for Luke Greiner to present to our EDA.

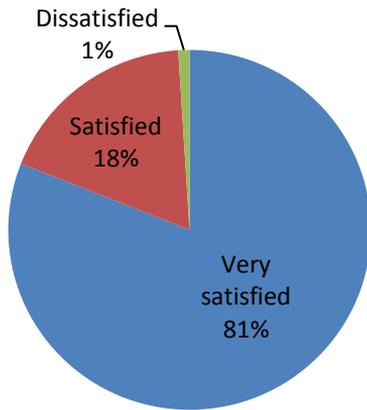
- Info on felony records
- Information regarding Sleds and graduate wage data
- It was a wide variety of information he went through. Majority was all of the above.
- It was an overview of all employment in Rice, MN and Benton County
- LMI on an emerging job/job category
- Manufacturers\' Info
- Offender employment information for a client
- Overview of LMI info for Henn County W Metro Workforce Collaborative
- Traffic count
- UI demographics by age
- UI, Demographic, Wage & Salary, Commute patterns
- Unemployment Rates Maps
- WAS LOOKING FOR MINORITY EMPLOYMENT INFORMATION FOR SW MN
- Was a request from a business in our City for a variety of info.
- We were seeking a presenter for an upcoming conference.
- Women\'s Occ Health, Region 5, age, attainment & earnings, gender, insurance coverage
- all of the above
- assistance in understanding employment data - and how / when farmers are counted in the mix
- assistance with visual of demand and skills needed
- big-picture analysis of the region\'s economy
- comprehensive overview of one of the communities we are working with
- cost of living in Watonwan County
- demographic data, future employment projections, current job demand
- information pertaining to ex-offenders and employment
- job title information
- not sure
- poverty data and unemployment for native Americans
- presentation on labor market tools available
- regional employment data and projections
- report was on openings and in demand information for women in our region
- variety of info
- verification of data
- www.mn.gov/deed
- Support from his office for a cybersecurity workforce development grant for which we were applying
- Several of the above. We were looking at population statistics, employment statistics, and wage statistics, by race/ethnicity
- Seeking a list of businesses in Koochiching County with email addresses. This data wasn't available through DEED, referred me to ReferenceUSA.
- Multiple - employment and unemployment numbers by age and zip - gender, race and ethnicity stats for zip codes
- I was going to attend the Labor Market Analysis event that was held in Willmar but was unable to attend - I am sure that any information Luke presented was complete and well done as I have seen his information in the past
- Employment outlook with regards to criminal background; also received job demand info and wage/salary info
- The question had to do with a discrepancy in career profile tool for an in-demand occupation but tool showed low demand. This was explained well in the response I received back from the analyst

How well do you think the LMI regional analyst understood what you were asking for?



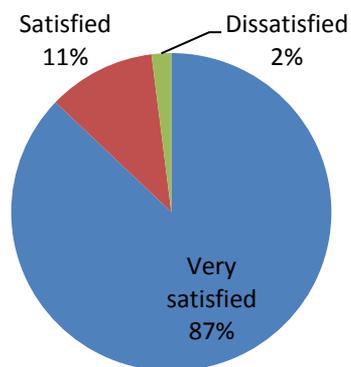
Value	Percent	Count
Very well	90%	182
Well	8%	16
Somewhat well	2%	5
Not at all well	0%	0
Total		203

How satisfied are you that the information was presented in a clear and understandable manner?



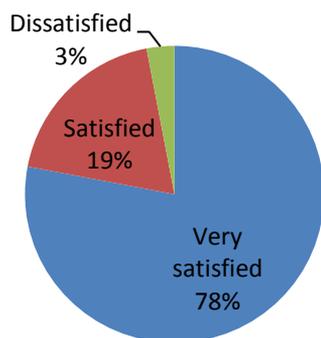
Value	Percent	Count
Very satisfied	81%	162
Satisfied	18%	36
Dissatisfied	1%	3
Very dissatisfied	0%	0
Total		201

How satisfied are you with the time it took to respond to your telephone call or email?



Value	Percent	Count
Very satisfied	88%	175
Satisfied	11%	21
Dissatisfied	2%	3
Very dissatisfied	0%	0
Total		199

How satisfied are you that the product prepared for you by the LMI regional analyst was useful to you, a client, or your organization?



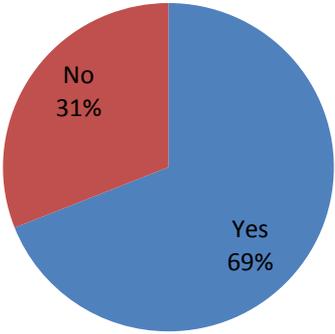
Value	Percent	Count
Very satisfied	78%	158
Satisfied	19%	38
Dissatisfied	3%	6
Very dissatisfied	0%	0
Total		202

Did you use the information you received from the LMI regional analyst to help you make a decision?

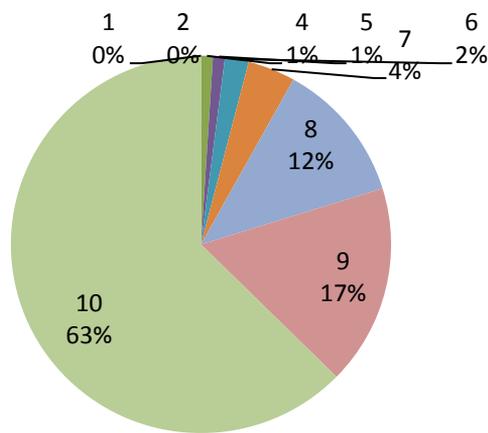
Value	Percent	Count
Yes	69%	138
No	31%	63

Total

201

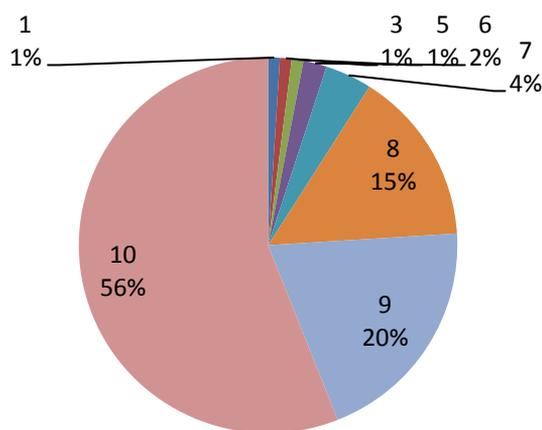


Using a scale of 1 to 10 where '1' means 'very dissatisfied' and '10' means 'very satisfied', what is your overall satisfaction with the information you received from the LMI regional analyst?



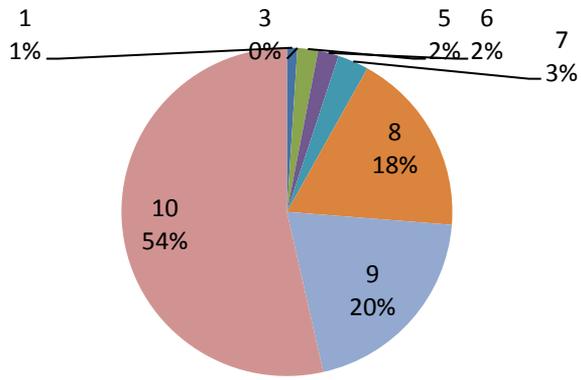
Value	Percent	Count
1	0%	1
2	0%	1
3	0%	0
4	1%	2
5	1%	3
6	2%	4
7	4%	9
8	12%	24
9	17%	34
10	62%	125
Total		203

Considering all of the expectations you may have had about the services, to what extent have the LMI analyst's services met your expectations? '1' now means 'falls short of your expectations' and '10' means 'exceeds your expectations'.



Value	Percent	Count
1	1%	2
2	0%	0
3	1%	2
4	0%	0
5	1%	3
6	2%	4
7	4%	9
8	15%	31
9	20%	40
10	56%	114
Total		205

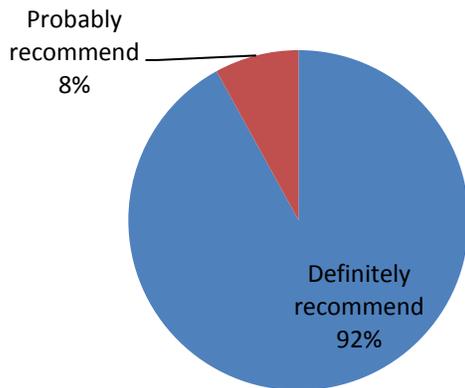
Now think of the ideal interaction for someone in your circumstances. How well do you think the LMI services you received compare with the ideal set of services? '1' now means 'not very close to the ideal' and '10' means 'very close to the ideal'.



Value	Percent	Count
1	1%	2
2	0%	0
3	0%	1
4	0%	0
5	2%	4
6	2%	5
7	3%	6
8	18%	37
9	20%	41
10	53%	108
Total		204

Average MnSCI score is 89.3 (N = 205)

If you had a colleague who needed some specific information about labor market data or statistics, such as salary or wage information, or workforce demographics, would you recommend them to a LMI regional analyst?



Value	Percent	Count
Definitely recommend	92%	189
Probably recommend	8%	16
Probably not recommend	0%	0
Definitely not recommend	0%	0
Total		205

What is one thing that the LMI regional analyst did that would make you recommend their services? (182 responses)

- Quick response and very helpful in referring me to data and people that could help.
- A quick reply with exactly the info I needed.
- Ability to explain data in a way the group could analyze, understand and apply.
- Able to bring complex information to a level that the non-analyst understands.
- Always great information and prompt responses.
- Always responsive, tries to help.
- Approachable, he was easy to talk to and easy to work with
- Chet is always great to work with. He is responsive, knowledgeable and very helpful.
- Chet is very accommodating and adept at providing information in a clear manner.
- Chet makes very difficult statistics easy to follow and use
- Clearly explained details of my request, responded quickly and was very nice and professional.
- Combination of written information and graphics
- Concise and friendly
- Connected with audience
- Depth of knowledge

- Did a report and asked if it needed changes or additions - very open to suggestions.
- Easy to ready data
- Employer request on prevailing wage in specific geographic area.
- Erik is incredibly friendly and shows a willingness to help, or to find a colleague who can help.
- Extremely easy to work with and incredibly timely with any request we may pass Luke's way.
- Friendly, easy to work with.
- Gave me exactly the information that I needed.
- Gave me the detail I wanted in a timely manner. Also was available for support.
- Get helpful info
- Good listening, clear answers.
- Great information to set the context for Vadnais heights
- Great information, presentation good
- Had the information readily available when client asked for wage information.
- He asked great questions to make sure he was clear on my needs and expectations.
- He contacted me right away to address my question, and then followed up appropriately and timely.
- He gave me exactly what I asked for.
- He is VERY personable, knowledgeable, reliable, and fast.
- He responds to requests for information.
- He sent me a detailed report.
- He was very knowledgeable with the website and how to pull and analyze the information.
- He was very prepared to answer my students' questions.
- He was very responsive and thorough.
- He was very thorough in his explanation of the information.
- Highly knowledgeable.
- Immediately responsive - great information provided in a very short turnaround.
- Impressed with the detail and extent of the information received.
- It saves time on our ends wading through the data.
- Just a great resource and knowledgeable about all the DEED data tools
- Just very knowledgeable.
- Knowledge of the LMI/sources
- LMI analyst was knowledgeable about the data available and presented relevant information.
- Luke is awesome! He is so easy to work with, very thorough and quick to respond.
- Luke is extremely knowledgeable and is able to provide information very quickly.
- Luke puts the information together in an understandable manner (and provides context)!
- Mark does his research and knows what he is talking about.
- Mr. Schultz provided a detailed report of current wages in our industry
- Not only gathered information, but understood it and could explain it.
- Not only provided the data but explained the data elements, how to use the data, etc.
- Presentation was on spot, very organized and thorough!
- Presented information clearly and on a level that I could understand.
- Presented the data to 45 local community leaders and did an awesome job!
- Professional, expedient, timely, communicated well
- Prompt professional response
- Prompt responses and great attitude
- Prompt, concise communication.
- Prompt, courteous and complete service.
- Provided all the appropriate links to information
- Provided fast and accurate information to our organization

- Provided great guidance in an understandable manner and in a timely manner.
- Provided great info, ideas, and analysis
- Provided information in a very clear, concise, understandable manner.
- Provides accurate, timely information and data in an easy to read and understand format.
- Put the data into chart form
- Quick response and relevant information.
- Quick response with the information I was seeking
- Quick response!
- Quick response, very helpful
- Responded very quickly with exactly the information I needed.
- Responsive, intuitive
- Responsiveness and precision
- Sat down with us and ensured the data met our needs
- Simplifies the graphic/chart information and clearly communicates that information.
- Specific information and received promptly
- Speed of response
- Speedy response, and Luke's presentation at a meeting was VERY well received
- Statistics on the regional job market etc.
- The LMI provided labor statistics which was used for program planning.
- The analyst is a great guy and very knowledgeable.
- The analyst is very responsive and extremely knowledgeable. Excellent customer service.
- The knowledge with data and rapid response.
- The response time was quick, and the work was complete the first time.
- They are extremely knowledgeable and relate very well to my needs.
- They are the best source for census information and pointing you in the right direction.
- They made the statistics easy to understand and use.
- Tim O'Neill is very thorough and quickly understood what I needed & responded promptly
- Tim always responds with accurate information quickly.
- Tim is able to disseminate the data and customize it as per my request
- Tim is very friendly and explains the aspects of the Labor Market in understandable terms.
- Tim knows his stuff and he is very responsive.
- Timely and informative.
- Timely follow up and offered to be available if had questions or needed more information
- Understands statistics and how to use them
- Understands what information is available and how to access it quickly and in the format needed.
- Understood local area
- Very approachable and easy to work with.
- Very helpful. Offered to provide not just local but regional information as well
- Very knowledgeable and relatable.
- Very knowledgeable and very eager to help get the information I needed.
- Very knowledgeable, and quick to respond.
- Very personable, accessible and knowledgeable
- Very professional and thorough
- Very prompt clear response
- Very prompt response. Extremely eager to be helpful. Outstanding expertise.
- Very quickly knew what I needed and helped me meet my needs.
- Very responsive and communication was excellent
- Very speedy service. Able to help me access various data sets. Very personable.
- Was considerate and quick to deliver me the information that I had requested.

- ability to answer any discrepancies within the tool
- accurate, responsive
- current stats during presentation, ability to expand and predict market demands
- detailed information delivered quickly
- ease of use, prompt response
- excellent report
- followed up to be sure clear later presented to a large group
- from past experience, I know Chet has excellent resources available
- n/a
- not sure
- responded in a timely fashion with good data
- responded quickly with the data needed
- It's the analyst's knowledge of other sources, mostly federal, of labor market data that I can tap into.
- I WOULD MAKE THE RECOMMENDATION TO THEM BASED ON PREVIOUS SERVICES RECEIVED FROM LABOR MARKET ANALYSTS AND NOT BASED ON THIS REQUEST.
- The way the analyst presented information in a way that was understandable to the laymen who wanted to learn without the language being overly technical.
- Tim is always willing to weigh in on simple to complex questions, and his approach is very friendly and helpful.
- Mark is quick and very personable. He makes complicated information easy to understand, and does so in a manner that is not condescending.
- He seemed like he was trying to help, which I appreciated. The information he sent just wasn't quite answering the question I asked. It would have been great if he could have called me for more clarity.
- Tim really does an outstanding job of getting us info - which runs the gamut of types of data we need.
- He was very knowledgeable about DEED's data tools and explaining how the tools can be used and help me.
- They are able to explain statistics in a way that helps me share this information and provide background to others.
- The website is hard to navigate. I used the LMI analyst to quickly find the data that I was looking for and send to me. I then forwarded his email with the data to other folks in the state.
- He was exacting in determining the information I requested to ensure he understood my need. He was also very prompt in providing that information, and just great to work with; very helpful.
- He was very nice when talking on the phone, definitely a people person. He was more than happy to find the information I was seeking and to get it to me in a prompt, organized manner.
- Our LMI Analyst Erik White is extremely responsive and takes the time to understand what, and more importantly why, information is needed in order to ensure he puts together the right data.
- Our Regional Analyst is very approachable and is willing to assist people/ businesses in obtaining the information that is needed.
- The ability to listen to our group request and customize an extremely credible report that we could confidently share with others.
- Interactions were positive, clarified the need, identified the deliverable dates and content delivered then followed up to determine quality
- Answered the question I had for information in a very timely manner with the pertinent information.
- Responded to my request right away and when I asked for more specific information, he was able to get that for me.

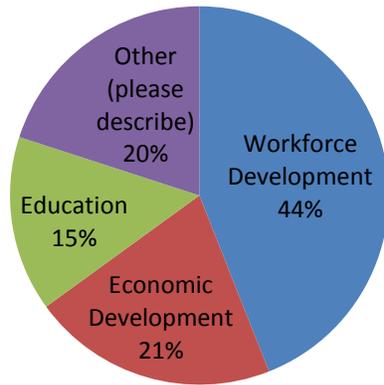
- He assisted me with navigation questions on how to pull/identify the information I needed for presentation to a class.
- Erik White was excellent in providing LSC with the necessary data for our EOC grant. I would recommend him to anyone.
- Had all of the facts readily available and communicated in an effective way to inform us of trends, data, and other information.
- In addition to his understanding of the regional labor market, Luke has great connections to other key stakeholders whose organizations are dedicated to workforce development.
- Luke is very complete on the information and if anything is unclear he will help you understand it.
- Tim always seems to be very happy, energetic and excited to help and provide information. Because of this responses were immediate and the information was provided to me in less than 3 hours.
- In this instance I was disappointed because the data I was seeking was not available. But in the past, I have been very happy with the service provided by Luke and his predecessors.
- Information was gathered and prepared in a short amount of time. This data was created for a Women's Expo, in a paper-handout format. Information was easy to understand, artistic and fun to read.
- He clarified my request for information, created data sheets for me to use in a workgroup. Very responsive.
- The LMI analyst was able to show data related to a region of the state and was able to discuss tools that help individuals make informed decisions about what type of jobs might be in demand.
- Tim quickly provided the relevant information for someone I put him in contact with-- I always appreciate Tim's quick response. It makes us look good!
- Prompt, professional reply. Directed me to the exact information I needed for a regional grant planning meeting.
- Chet is just great! He is knowledgeable, timely, and has a great understanding of what is needed.
- Chet is always pleasant, asks good follow up questions, and provides easy to understand reports and handouts. He has a good grasp of the local region and seeks to be available to assist any local efforts.
- Very complete information provided, with the understanding that if this wasn't what I thought I needed, Mark was willing to provide the information in a different format and find more information.
- A deep knowledge of the subject, presented very clearly. The information he provided was very well written.
- He had great follow up when needed. Sometimes information changed and I had to update my information. Working with Veterans on outcomes that could be two years away.
- Luke Greiner understood my question very well and asked more questions so he could further identify the information I needed and he provided specific data.
- He facilitated a Team meeting presentation. He's very knowledgeable about the material and was able to answer all questions he was asked. It is obvious he knows his information and understands it and can present in such a way that others understand and find relevant.
- Confidently presented the information requested, answered additional questions, really knew his role.
- Tim takes his time, explains information and answers questions. And, even adds a little much needed humor as needed!
- Tim O'Neill is very friendly, knowledgeable, and presents his information in a clear and simple manner. Labor data can be difficult to interpret, and Tim makes it enjoyable.
- Luke was interviewed for the 3rd Quarter edition of IQ Magazine, a publication of the Initiative Foundation. He was quick, responsive, and thorough. He broke things down into simple terms

that our writer could understand, and the writer was then able to translate that information to make it comprehensible for our readers.

- He provides the information in a user friendly manner that makes it very relevant to individuals who want information but can get lost in the jargon and goobley gunk that one can sometimes receive from a number person.
- Provided additional labor market information, though it did seem like I could have found it myself on O*NET rather than more in-depth or a different source for information. However I had a more complicated request.
- Prompt service, and would ask clarifying questions to make sure I received the information needed.
- Luke was very quick to communicate with me and has responded to any questions or concerns in a very timely manner. He also has been able to break down information for non-stats people like myself to understand.
- LMI Analyst was very timely with response, provided detailed information, responded quickly to questions and presented information in a timely and professional manner.
- Tim O'Neill has a great personality, friendly, very informative, and the data he presented on was very important to our business.
- Tim O'Neill's BEYOND SPECTACULAR performances in presenting to our Job Club audience here at Minneapolis WorkForce Center. Knocked the ball out of the park --- this is based on the many rave reviews & comments I received from people who heard Tim speak about the labor market.
- He provides the information that I or others request. I understand that he has many people and requests that he has to respond to on a daily basis, sometimes the response time from him can be a little longer than anticipated.
- Made sure that the info was exactly what was needed for our federal DOL grant application. Delivered report on a timely basis.
- Willing to listen and explain data so I understood completely what the information was telling me.
- He was clear with the information he presented and he was prompt in getting back to me on my request. I was very appreciative of his response time.
- Our analyst was up front about natural shortcomings of state and national data. This is honest perspective is crucial when sharing LMI with my organization's stakeholders/
- He replied faster than I ever expected and helped me find information I never would have found on my own.
- Very responsive and was helpful in determining what data was available not only for Minnesota but giving me information as to their access for Wisconsin data.
- Luke is able to break the information down so that people who may not understand all the pieces, get it when they listen to Luke. He is also ok with saying, "I don't know" which is refreshing.
- They are the only place that I know that keeps these type of statistics. I do however feel the stats are not accurate and a bit out of date.
- Researched the position for which I had questions even though it is a new and not yet common position.

What work area best describes for how you plan to use the information you received?

Value	Percen	Coun
	t	t



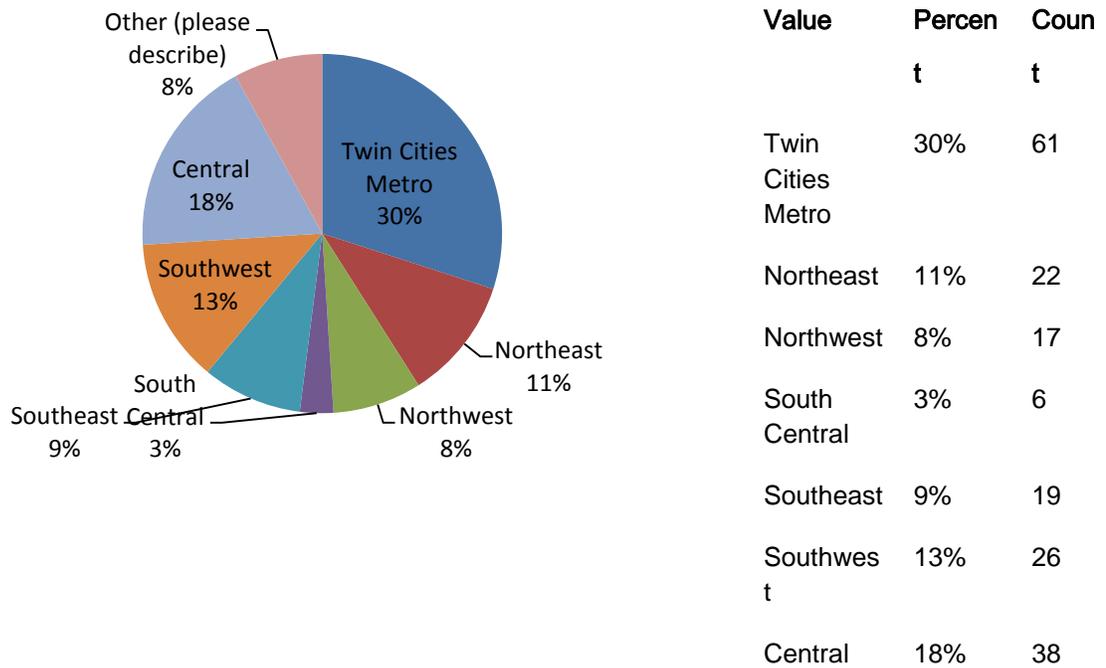
Workforce Development	44%	91
Economic Development	21%	43
Education	15%	31
Other (please describe)	20%	40
Total		205

OTHER – 40 responses

- A little of all of the above
- All of the Above
- Business Retention, Economic Development, Community Vitality
- CEU\'s for GCDF
- Career Development for persons with disabilities
- Community Awareness
- Consulting w/ clients on wage rates.
- County collaboration
- Data for writing the TRIO Educational Opportunity Center grant
- Diversity, equity, and inclusion
- Federal grant application to DOE for Industrial Assessment Center
- For a company making business locations decisions for new retail stores.
- Formal Report
- Grant writing for MNSCU, ABE, and Workforce Development
- Grow membership base
- I meant to include it in our comprehensive land use plan
- Identifying the type of expert needed for an employment matter.
- Job Seeker info
- Journalism/reporting

- Media
- Media Articles
- Media Relations
- Rehabilitation Services
- Reporting for a newspaper
- Research for future planning
- Special Project
- To assist job seekers in career choices and job hunting.
- Vocational Research
- Web tool user experience design
- Workforce Development and Education
- comprehensive Plan - the base document for planning the future of the county
- grant application - needs assessment section
- grow our membership base
- Helping counselors with job seekers, gathering info. for grant writing
- information for a particular client
- magazine article
- passing along information to an employer group (JSEC)
- talent management
- Will be used as a resource for businesses and individuals in Duluth Area Chamber of Commerce Business & Community Guide

Please select the region of the state you work in:



Other (please describe)	8%	17
Total		206

OTHER – 17 responses

- Eastern North Dakota
- I cover the South Central and West parts of the state.
- North Central
- RMCEP EDR 5 and 2
- Red Lake Reservation
- SW & SC
- Statewide (4)
- Twin Cities metro and Central Minnesota
- West Central (2)
- West Central (Moorhead, Crookston, Detroit Lakes and Fergus Falls)
- West central Minnesota (considered part of Northwest)
- central and metro
- statewide

Is there anything else you'd like to share about your experience working with DEED's Regional Analysis team? (98 responses)

- Always responsive and professional.
- Appreciated Erik's time and quick response!
- Erik does a stellar job!
- Excellent team!!!
- He did a very good job and was very informational.
- He's a rock star.
- I appreciate all the work you guys do for us!
- I'd be lost without this great team member.
- Information was delivered "FAST"
- It has always been a great experience.
- It was very helpful to have the data.
- Keep up the great work!
- Luke always does a great job.
- Luke does an excellent job
- Luke is a very valuable asset to the St. Cloud area and Central MN.
- Luke was easy to work with, pleasant, proficient and professional!
- Luke was extremely professional and always adds a bit of humor to his presentations.
- Mark does a great job for this area.
- Mark is the best! I always enjoy working with him.

- Never received the information or a call back
- No (2)
- No, I'd just like to say thank you for your help
- No. Thanks to you, Luke and others on your team for your willingness to help!
- None
- Really appreciate their partnership with Extension on BRE analysis
- Sometimes our expectations on what data we can find is greater than the actual data out there!
- Thank you for all you do
- Thanks for the exceptional service! You are AWESOME!
- Thanks for the good information and quick response. It was very helpful.
- They are very knowledgeable and prompt in their responses to information requests.
- Their staff is very responsive.
- They are awesome!
- They've been a solid resource and definite go to team for information to assist me with my work.
- This survey is too long
- Thumbs up! DEED staff are always very helpful to working journalists. Thank you!
- Tim O'Neill was great!
- Tim is awesome
- Tim is very helpful. He has been great to work for.
- Tim is wonderful!!
- Tim presented this LMI data with us at a conference. He did an excellent job presenting!
- Very helpful!
- Very helpful.
- We are very grateful to Erik in providing us with the data. He was excellent to work with
- You do great work!!!!
- Great presentation!
- no
- Mark Schultz goes above and beyond to provide information in a comprehensive and timely fashion. He educates others on LMI tools and how to extrapolate data. Thank you Mark!
- The response time was a little slow. I think it would have been helpful to have a phone conversation rather than the analyst trying to explain some technical stuff over email. I appreciated all the resources he sent.
- I am fortunate enough to have two solid Regional Analysts in the region that I am responsible for. Mark is very personable, has a great sense of humor and is approachable. He provides great information when requested, again the only hick-up that I see is the response time from him on occasion, and I again understand that I am not the only person asking for information from him. I feel that he has a good handle on what is happening in the region and look forward to working with him on a more frequent basis.
- I am very impressed with how approachable, and knowledgeable they are - I wish I had more time to learn from them.
- We think our regional analysts are fantastic! We appreciate the regional profiles and all of the customer service they provide each year. THANK YOU!
- This team is very valuable to the work we do. I appreciate their quick responses and their ability to assist me to locate the data that I need in my work or to share with businesses. They also have a great communication and presentation skills.
- Mr. Greiner is an excellent resource to our institution, and to the Central Minnesota community. I always look forward to his presentations.
- I appreciated the time the analyst took in understanding the broad needs and helping me refine a question that fit with accessible data.

- It's great to have the support from LIM colleagues especially when I engage with a variety of employers/businesses.
- Have also been impressed with presentations and ability to engage the audience on topics that can be less than exciting.
- Luke is an asset to my service area. I appreciate his ability to make very dry information more palatable.
- Mark is a serious asset to DEED. My entire team relies on him for information and presentations on a regular basis. That relationship is very important to us as economic developers, and we are lucky to have him. Please do whatever it takes to keep him employed with DEED!
- DEEDs data should be used for wage rate statistics instead of Labor Department Data. DEEDs data is more accurate.
- Tim was exceptional in his delivery of information and the amount of time he spent gathering the right information from me to determine what exactly I needed. EXCEPTIONAL!!!!
- I have worked with several different Analysts. They are always professional, VERY knowledgeable, VERY helpful, and I know I will get good results from them every time.
- DEED's Regional Analysis team provides a wealth of information, and your people are really great to work with. We depend on you as our go-to source!
- Just keep hiring individuals for your department that have personable personality and can make numbers relative to our needs in a customer friendly fashion!
- I have worked with the analysts numerous times and they have always done a great job. Thanks to all of them.
- Luke Greiner is absolutely amazing! He is a wonderful partner with work with and so incredibly receptive to our needs. He has a wonderful ability to make numbers and data interesting and meaningful! You have a gem in this analyst!
- Working with Mark has been great. I use his information many times a month to complete many LMI's for veterans. If I don't understand what I am reading from the DEED resources he will try and help me out. Great staff
- Mark does an excellent job in front of groups. Data can be very boring - but necessary - and Mark has a presentation style that keeps the people interested. When presenting, Mark has very good power points are understandable, colorful, and to the point. So many times excess data glazes eyes, and Mark has found a balance with impactful information laced with some humor to keep us awake!
- Overall, I have been satisfied with the service. Timing is always important - Chet has delivered well within the timelines and urgency of a project. I am learning to give more leeway.
- Tim, Kyle and others from DEED have always been a great resource for us at the conferences I work with (MTEEA, MACTA, MN STEM Network, and CTE Works). The up-to-date information and wealth of resources, as well as excellent presenters, will keep us coming back to DEED for more presentations. Our teachers and administrators need this information... Thanks for the great service you provide! Mike
- Our analyst is a very thoughtful, inquisitive, and forward thinking member of our region's workforce development community. I look to our analyst for statistical and anecdotal advice, and consistently step away feeling considered and informed. They are an asset.
- Nothing but kudos to our Labor Market Analysts - great to work with, great personalities, quick response, makes data understandable!
- Tim was great! He took the time to research the position and sent me the information he found. It was not a whole lot because it is not yet a mainstream position but he still took the time to find what he could and pass it on. He is friendly and very helpful.
- It would be nice to readily have more data in and easy to use or marketable platform to access the information.

- DEED's website had changed in recent months and I wasn't able to find the report of historical data in the same format. He was able to point me to the correct page/area, which I now have bookmarked because it was very difficult to locate.
- Luke does an excellent job of responding to requests, providing information, recommending other data that may be helpful -- in addition to being an excellent presenter.
- Thanks for all you do!! The information that you provide in trainings, the tools online and the access by email is wonderful!!!!
- Tim is always a pleasure to work with and we appreciate him attending the Workforce Development Board Meetings as the employers and other partners in the room have an opportunity to ask him questions, etc.
- Job types, title were narrowed down fairly well which allowed us to compare our jobs with like jobs, not just something similar.
- Very helpful. Please continue to make such resources available as we work to put people in jobs and keep the economy strong.
- Even though data can be very boring to read, Chet presents it in a very interested way, whether verbal or paper. When a new source of data is created, he takes the time to inform our office and of his availability and services.
- They tended to me request just fine. They were pleasant and had good customer service. My biggest complaint is that there really wasn't an urgency of getting the up to date or current information to me. I felt that the department kind of has the approach of 'well this is what we have for you' when it really isn't useful 2 years after the fact.
- Some slides in the presentation were skipped over possibly due to time constraints but I think we ended up with extra time available at the end so wish we would have spent a little time on those slides.
- Only that "the more, the merrier." I hope that your Labor Market Analysts continue to be available to our agency as well as to outside groups. It is valuable to job seekers to know "What's hot and what's not" ... i.e., what occupations and industries are in demand ... who uses people with different skillsets ... THANK YOU, Tim!! We'll ask you back again ... and again ... and again ...
- There has been significant work to improve the "understandability" of the data so that a non-data person can understand and use the information. Very much appreciated!
- Analysts are very responsive to requests and provide data quickly when requested. Unfortunately, they don't always have the data being sought. If not taking place already, maybe analysts could keep track of data they do not have access to so DEED can determine if it is something they can begin collecting.
- I appreciate the collaboration and support. I have recommended the services of our regional LMI analyst to other partners in southwest MN.
- I really appreciated Tim O'Neill's presentation at the Saint Paul Chamber of Commerce. I also really appreciated Susan Brower's presentation at the Chamber. Very helpful for strategic workforce planning.
- I have attended 2 trainings of Tim's and an industry panel where he provided data. Tim is a great presenter of how his program works and how to utilize the data tools. He sat with me to problem solve how I can utilize his tools for purposes of career exploration with my high school aged clients. Special more in-depth information he provided to my consumer helped him make a very important career choice. I value and appreciate Tim, his knowledge and his passion for what he does.
- Tim's presentation was to some metro area economic development directors and city staff who did not know what LMI data was available. My only critique of LMI is that you all need to do a better job of getting the word out. I suggest that you put specific tools on the gov delivery system so our seekers can subscribe to get them. The other suggestion would be that LMI ask for email

addresses for everyone you present to and you send them emails asking them to receive your information. LMI is the best information DEED has. More people should know what it is.

- Very knowledgeable, willing to get answers if he doesn't know them, very responsive to our regional meetings and requests for information.
- Chet is great. I enjoy hearing his presentations and he does a nice job. I have seen him present in other venues as well, outside of a Team meeting and he is very professional and interacts well in all environments that I have seen him in.
- In the spirit of helping Mark be the best he can be -- he responds and provides the information we request - however, would like to see him work as a partner recommending data that may be helpful for us, also would like to have a more polished presentation that doesn't focus on examples from SE MN since we are part of the SW region. Also, when we send requests it would be helpful if he would respond that he received it and will be working on it.
- Nothing other than I received everything I requested in a timely manner and for that I thank your department.
- It's always pretty solid. One thing I'd like to request is that the analysts be instructed to check their Spam buckets more often. Reason, a few months ago, Comcast decided to flag all outgoing mail from its servers as 'possible spam' if they do not carry a Comcast.net email address. So, if I send something from my company email address or Gmail through Comcast when I'm working at home, it can end up in the Spam buckets of many users. So please have the team check their Spam every couple of days.
- Tim has always been a great asset to DEED. I've enjoyed working with Tim ever since he's joined the LMI team.
- Both Luke Greiner and Tim O'Neill are incredible resources to the education and business leaders. They are able to talk about the statistics, but most importantly, explain why the results are the way they are and help to foster more discussion and debate to influence positive change and growth in the state. In addition, they even have resources (contact names) in other surrounding states, where our other locations are to offer advice DEED as well. They provide a tremendous service to the state of Minnesota!
- My experiences have always been positive. But it would be cool if you could develop a Minnesota city/county economic profile report writer tool like Headwaters Economics. Pulling from many sources - with helpful explanations and key indicators. It's a fun tool.